

September 10, 2008

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008
CG DOCKET NO. 03-123
DA NO. 07-2762

Dear Ms. Dortch,

The Maine Telecommunications Relay Service Advisory Council respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the Maine Telecommunications Relay Service Advisory Council to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Maine. The State of Maine's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Hung Up on Caller
- CA Misdialed Number
- CA Typing Speed
- Didn't Follow Voice Mail/Recording Procedure
- CA Typing
- Improper Use of Speed Dialing
- Poor Vocal Clarity/Enunciation
- Improperly Handled ASL or Related Culture Issues

- Improper Use of Call Release
- Improper Handling of Three Way Calling
- Caller ID Not Working Properly
- Improper Use of Customer Data
- Fraudulent/Harassment Call
- Replaced CA Improperly in Middle of Call
- Didn't Follow Emergency Call Handling Procedure
- CA Didn't Follow Policy/Procedure
- Confidentiality Breech
- Spanish to Spanish Call Handling Problems
- Miscellaneous Service Complaints
- Ringing/No Answer
- Speech to Speech Call Handling Problems
- Connect Time (TTY-Voice)
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- STS Break-Down
- HCO Break-Down
- Relay Not Available 24 Hours a Day
- 711 Problems
- VCO Break-Down
- Miscellaneous Technical Complaints
- Line Disconnected
- Carrier of Choice not Available/Other Equal Access
- CapTel Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in this report. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of those equal access complaints in which the carrier involved is still working to become a carrier through relay.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find two complaints that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Also attached to this letter is a note from the Maine Center on Deafness indicating that it did not receive any formal complaints about the Maine Relay Service for the period June 1, 2008 through May 31, 2008. The Maine Center on Deafness provides "outreach" services for the Maine Relay Service. (We are also attaching the results of a survey form that was distributed by the Maine Center on Deafness to customers of the Maine Relay Service.) Also attached to this letter is a memorandum from the Director of the Consumer Assistance Division at the Maine Public Utilities Commission. That memorandum indicates that the Consumer Assistance Division did not log any customer complaints regarding the Maine Relay Service between July 1, 2007 and June 30, 2008. (The Consumer Assistance Division is the division that accepts and resolves complaints about utility service in Maine.)

Please feel free to contact me at (207) 287-2445 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

William C. Black
Deputy Public Advocate

cc: Arlene Alexander (paper filing)